

Call to Order

The regular meeting was called to order at 7:05 p.m.

Roll Call

Present:	Alex Bennett Lusi Fang Richard Hughes Brian Wehrung	Penny Marinos Kent Voigt Cindy Stewart
Absent:	Jerry Bixby Michael Farrug	

Approval of Minutes

Moved by Voigt, seconded by Hughes, to approve the minutes of the regular meeting of July 26, 2001 as submitted.

Motion carried unanimously.

Correspondence

A. Comcast Rate Increase effective November 2001

<i>Service</i>	<i>Current Price</i>	<i>New Price</i>
Preferred Basic	\$32.95	\$33.95
Digital Basic	\$49.84	\$50.95
Digital a la carte	\$13.86	\$14.95
Analog converter box w/remote	\$ 3.30	\$ 3.95

It was suggested that Comcast is not giving customers enough time between the receipt of their billing statements and the due dates, especially since late fees increased from \$3.00 to \$5.00. Stewart will investigate this matter.

B. Ameritech New Media - Customer Satisfaction

Ameritech has received excellent customer service ratings from J.D. Powers & Associates. WideOpenWest said it would carry on this tradition when they made their presentation to City Council in August.

Old Business

A. Digital Equipment (carry over item)

Discussion related to the purchase of new digital equipment. Council approval has been received for capital equipment each year in order to upgrade the cable production department's equipment.

Wehrung suggests that this topic be removed from the agenda. If there is a future need for budget increase for capital items, Stewart should report it to the Board.

Staffing Issues – The Board suggested that Troy could be doing more to offer community able programs like Rochester, Shelby Township, Sterling Heights. The Board will look into what other communities are producing and televising and report back to the Committee for further discussion at the next meeting. Additional staffing may be needed to increase programming.

It was decided to mail the CATV cable schedule to the Board and to look into additional ways to promote the schedule (possibly listing it in *Troy Today*).

B. Retention of Council Meeting Tapes

It was discussed whether the Library can keep track of the usage of Council tapes. Stewart will check with the Library Director on getting a quarterly report.

Information on tape availability will be posted in *Troy Today* and designated at the beginning and end of each tape as it airs.

C. Americast Transfer to WideOpenWest

All 42 communities have passed Council resolutions. WOW will take control on December 1, 2001.

In response to a service-related question, Comcast customers can go to the Delemere Office if they need equipment. Will WOW have local offices? Yes, but they are uncertain of their locations. Stewart will advise as soon as they know.

An invitation has been extended to Mark Dineen, Chief Operator Officer from WideOpenWest, to attend the January 16 meeting to meet the Board. The Committee is encouraged to ask Mark Dineen questions related to WOW at that time.

Note: Mark Dineen has confirmed to attend the January 16, 2002 meeting.

D. CATV Mission Statement

CITY OF TROY
CABLE ADVISORY COMMITTEE
MISSION STATEMENT
(adopted July 14, 1999)

MISSION: To serve as liaison between City Council and citizens of Troy relative to cable issues.

To receive comments and suggestions from fellow citizens and neighbors for presentation to the committee on all cable matters.

To make recommendations to the Troy City Council relative to the City's cable TV franchise, including any and all activities, which may affect the quality or level of service, provided to Troy residents.

In order to fulfill this mission to meet on a regular basis to discuss and review all aspects of the quality and service of cable TV available to Troy citizens including:

FRANCHISE PROVIDERS (current are Comcast and WideOpenWest)

To monitor and review financial and performance reports as provided to ICCA by the franchisees. To review and recommend action as appropriate in the establishment and negotiation of franchise agreements or amendments to these agreements. To receive and consider presentations as requested from the management representatives of the franchisees.

INTERGOVERNMENTAL CABLE COMMUNICATIONS AUTHORITY (ICCA)

To monitor and review correspondence, reports and presentations of the ICCA that may affect or impact the quality or level of service to Troy citizens. This is specifically related to the ICCA consortium agreement.

COMMUNITY MEDIA NETWORK (CMN) - Channels 52 & 18

To monitor and review correspondence, reports and presentations of the CMN or other groups that may affect the quality or level of public access service to Troy citizens. These reviews would include quality of product and access to airtime, equipment and other services with the express purpose of providing for local access programming services and opportunities for individuals and groups.

GOVERNMENT ACCESS / WTRY - Channels 53 & 10

To monitor the quality of product and level of service of the local government access channel provided to the City of Troy as part of the franchise agreement. In this role the committee will request regular reports from the WTRY management and provide opinions to WTRY staff on minor issues and provide recommendations on major issues to City Council.

STEWARDSHIP OF FUNDS

To review requests, assess needs and make recommendations to City Council relative to the awarding and disbursement of available funds to support access channels as provided in the franchise agreements.

LEGISLATION

To review new and proposed local, state and federal legislation relative to providing a point of view to City Council relative to suggested actions.

TECHNOLOGY DEVELOPMENTS

To be aware of new technological developments relative to cable TV service with the objective of assuring that the residents of Troy are receiving the best service and the highest quality of programming available.

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Changes – ANM to WideOpenWest

Include revision date each time we revise mission statement

CATV Board will take a look at the mission statement and bring back any changes, additions to the next meeting.

Note: A list of cable-related magazines will be included in the next agenda packet with an updated address list for Board to make corrections/changes.

New Business

A. ICCA Meeting Notes submitted.

B. January Meeting Date

The next meeting is scheduled for January 16, 2002. WideOpenWest will be invited to make a presentation.

The meeting adjourned at 8:37 p.m.